

☐ Conversion Only
☐ Update Only
☐ Informal Review
☒ Formal Review



STATE OF MONTANA MONTANA DEPARTMENT OF TRANSPORTATION JOB PROFILE AND EVALUATION

SECTION I - Identification

Working Title: District Human Resource Generalist
Class Code Number: 131716

Department: Transportation
Division & Bureau: HR – Workforce Planning

Class Code Title: Human Resource Specialist
Pay Band: 6

Section & Unit:
Work Address: 5-Districts

Position Number : 57214, 53214, 55214, 59214, 51214

Phone:

☐ FLSA Exempt

☒ FLSA Non-Exempt

Profile done by: Lisa McFarland
Workforce Planning Bureau Chief

Work Phone:(406) 444-0876

Work Unit Mission Statement or Functional Description:

The MDT's mission is to serve the public by providing a transportation system and services that emphasize quality, safety, cost effectiveness, economic vitality, and sensitivity to the environment. The Human Resources & Occupational Safety Division leads a comprehensive human resource management and safety program for more than 2,200 employees of the Montana Department of Transportation (MDT) located in five districts across the State of Montana and in the Helena headquarters. Division responsibilities include attracting and retaining a talented and diverse group of employees; creating an organizational culture that encourages growth and continuous learning opportunities; policy development and labor relations; promoting a high level of professionalism, innovation, and productivity; compliance, performance management, creating a safe working environment for all work locations by increasing oversight, and consultation services to managers and employees; and service strategies that contribute to the welfare of the agency and employees while being mindful of our responsibility to maintain confidentiality, and provide a flexible atmosphere. The Division maintains a supportive, customer-service orientation and is responsive to the changing needs and expectations of the MDT.

Human Resources Bureau is responsible for developing, administering, and evaluating human resources programs and staff for the MDT. This includes performance evaluations, promotions, discipline, career development, employee relations, compensation, policy development and administration, labor relations, and special projects. The Bureau also is responsible for administering compliance requests, Voluntary Employee Benefits Act (VEBA), Family Medical Leave Act (FMLA). The Bureau collaborates with Workforce Planning and Occupational Safety and Health and is a strategic partner with other Divisions and Districts in MDT.

Describe the Job's Overall Purpose:

This position is the Human Resources (HR) Specialist for one of five districts statewide and its subordinate area office. The position provides professional human resource consulting, training, and technical assistance to District managers, supervisors, and staff. The position advises management on personnel issues, policies and procedures, contract interpretation, discipline, performance management, recruitment and selection, and workforce development. The position serves as the primary personnel resource for the District. The position jointly reports to the Human Resources Bureau Chief and does not supervise others.

SECTION II - Major Duties or Responsibilities

% of Time

This position interprets and applies personnel policies, rules, and laws to advise managers, supervisors, and employees on personnel management (e.g., policy, performance management and administering employee and labor relations) to ensure effective and compliant management of district human resources.

1. Duties and Responsibilities

A. Workforce Planning and Human Resource Consultation

70%

Provides professional level support in developing and implementing workforce development, staffing, succession planning, career ladder, and professional development plans, policies, and systems to ensure adequate staffing, expertise and skills are available to meet current and future agency business needs. Work with management and other human resource employees to provide employee development and advancement opportunities and to enhance recruitment and retention efforts. This includes identifying and documenting critical technical and behavioral competencies, establishing advancement criteria, creating and implementing cross-training and professional development opportunities for staff, and related staffing and employee development activities.

Participate or lead workforce planning project initiatives. Research, benchmark, develop and implement progressive HR programs. Represent the district culture and practices.

Determine training needs of district staff through analysis of program effectiveness, new technology and policies, recommendations from hiring managers, staff performance, career planning and individual development plans. Oversee the provision of training through hiring managers and supervisors, HR specialists, training officers, or outside consultants to ensure modern technology and the latest information technology methods are used. Promote the use of the competency resource list and eLearning opportunities. Ensure consistency in the application of training opportunities for district staff.

Design and perform training need assessments. This involves identifying audiences, assessing their current competency levels and training needs, assessing specific training needs in context of broader department-wide initiatives to determine compatibility and feasibility and planning approaches to meet identified needs. This is accomplished through a variety of approaches including career planning discussions with management and employees; reviewing Individual Development Plans (IDP); reviewing new technology, legislation, programs and other factors; personal observation; etc.

Tie training programs to funding requirements, identifying training needs, matching agency needs with programs that are eligible for federal funding and providing documentation and quarterly reports.

Develop training assignments for employees who lack experience or education needed to perform their job duties successfully, review performance appraisals and monitor employee progress and

training program completion. Track and coordinate career ladder progression for employees on career ladders.

Collaborate with HR Headquarters regarding the current best practices in human resources, and agency policies and precedents to ensure that policies and procedures meet changing needs and to provide advice to managers and supervisors on appropriate solutions to non-routine problems and alternative courses of action, and mediate meetings between staff and management to resolve conflicts. Evaluate and recommend modifications to proposed policies and rules to ensure they meet division needs. Participate in policy development and apprise employees informed of all changes in personnel policies and systems to ensure consistency and understanding among management and staff. This includes interpreting new policies and rules and determining their affect on operations, and providing training and information on policies and procedures.

Review the performance management process to ensure that meaningful performance information is provided to employees and that performance ratings are based on objective and job related criteria. This includes providing technical advice on professional development plans and corrective alternatives for performance deficiencies. Provide technical advice to managers and supervisors in the development and administration of competency-based performance management and compensation criteria. Coordinates technical guidance from HR Compensation Specialist to managers in developing career ladder justifications, and associated documentation based on individual qualifications within the occupational pay band.

Analyze employment needs and recruitment sources to develop appropriate recruitment strategies to attract qualified applicants. This includes preparing or assisting supervisors with the preparation of job profiles; developing vacancy announcements and advertising; targeting advertising locally, regionally, and nationally based on the position and available applicant pools; and developing supplemental questions and other related documentation. Ensure proper policies, procedures and rules are followed in the recruitment and hiring process. This includes reviewing recruitment and selection materials, including screening criteria, interview questions, performance tests, training assignments and hiring score documentation for completeness and compliance with applicable requirements. Recognize potential problems and advise supervisors on various items such as selection strategy, best practices and composition of interview panels, hiring pools, and other issues. Ensure compliance with state and federal employment and civil rights law throughout the hiring process, participate in personnel screening and selection committees, and coordinate proper training and orientation of new employees. Use the State on-line application system to track and document selections. Achieve established hiring metrics for continuous improvement. The HR Specialist is responsible for the onboarding process for new hires which requires coordinating the completion of the onboarding checklist with the hiring manager.

Develop recommendations to the District Administrator and District Managers on the responsibilities, organizational structures, and allocation of positions within work units. Assist in preparing requests for additional personnel. Implement and coordinate rotational assignments to develop versatility and cross training among personnel in the district.

B. Employee Labor Relations

20%

Conduct human resource-related investigations (harassment, discrimination, ineffective management, interpersonal conflict, etc.). This involves identifying potential witnesses, documentation and physical evidence; preparing investigative strategy; preparing interview questions and interviewing witnesses; assessing conflict situations and divergent views to identify policy violations, common ground, and potential solutions; compiling, reviewing and analyzing the facts and documents; writing a report of the findings and conclusions; recommending solutions and appropriate disciplinary action; mediating conflict situations using knowledge of the principles, practices and procedures of personnel administration and labor relations; and mediating personnel meetings between Division personnel utilizing conflict resolution techniques.

Coordinate with District supervisors and staff to evaluate and resolve confidential human resource issues related to employment, management, policies, and procedures. Provides objective review and mediation of sensitive or contentious issues; interpret and apply relevant state, federal, and agency personnel regulations; and communicate problems and/or alternative solutions with managers and supervisors as requested. Counsel employees with personnel problems and informs them of policies, procedures, and assistance programs to resolve delicate situations. Conduct employee relations counseling, career path counseling, retirements, outplacement counseling, and exit interviews to assist district employees.

Interpret and advise management on collective bargaining agreements and provisions to ensure contract compliance. Conduct research to support interpretations and decisions, identify problem areas, draft recommendations for contract negotiations as requested.

Implement the Federally mandated Drug and Alcohol Testing program in the District to ensure employee safety and legal compliance. This includes pre-employment testing; post accident testing; reasonable suspicion testing; and random testing. In the case of positive results, work with the Designated Employer Representative (DER) regarding evaluations, return to work status, and follow-up testing. Maintain strict confidentiality of all related issues, and develop disciplinary letters. Ensure employees follow through on treatment.

Review work place injury reports and develop a plan to return employees to work as early as possible. This includes working with the employee, supervisors, State Workers Compensation Bureau, physicians and occupational consultants to determine the best plan for accommodating injured workers and keeping them productive in the workforce.

Investigate bargaining union grievances for the District to identify contract violations and to identify solutions. This includes working with the Human Resources Operations personnel, research past practices, policies and collective bargaining agreements to support decisions; advise managers on alternative courses of action and negotiating solutions; advise managers on responses to Step 2 of the grievance process; develop case materials.

D. District Liaison and Outreach

5%

Coordinate outreach activities with local tribes to increase their understanding of the MDT and to develop new applicant pools. This includes taking tribal representatives on job visits, and providing job experiences and other exposure to inform people about the work of the MDT and to help better prepare individuals for employment with the MDT. Provide external training and orientation on issues such as interviewing techniques, filling out state applications, and referral service training (including partnerships with local community colleges and employment agencies). This is required in districts where reservations reside.

Coordinate District tribal relations for workforce development, TERO, and related hiring preference agreements on reservations as needed.

Implement civil rights and affirmative action initiatives by assisting referral sources and area tribal colleges in identifying, developing, and implementing training programs and curricula that will meet the requirements for department positions.

Coordinate District involvement in Career Fairs.

Maintain public relations status with various civil and welfare organizations, local plants, and business people in the community regarding MDT functions (e.g., career fairs, supplying training to colleges, completing state applications, etc.).

Other Duties as Assigned

5%

Perform a variety of special projects, attend training and continuing education, and represent the division at conferences, meetings, and other events as assigned by the Human Resources Bureau Chief.

2. Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" which must be performed by this position (with or without accommodations)?

Duties A, B and C are considered essential functions because they require specialized expertise and are the reasons the job exists. The following mental and physical demands are associated with these essential functions:

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Occasional travel within for meetings, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person and over the phone
- Mediating conflicts between irate and often hostile parties
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines

6. Does this position supervise others? ☐ Yes ☒ No

Number directly supervised: .

Complexity level of the positions supervised .

Position Number(s) of those supervised .

7. Attach an Organizational Chart.

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Knowledge and skills required for this position:

KNOWLEDGE

The position requires an advanced knowledge of the principles and practices of Human Resource Management and Public Administration. This includes knowledge of state and federal employment laws; labor relations; laws and rules governing labor-management relations; contract negotiation techniques; personnel information systems; adult education and training methods and techniques; measurement techniques for training results/effects; conflict resolution; and the needs and business operations of the MDT.

The position requires knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources. The position requires knowledge of human behavior and performance, individual differences in ability, personality, and interests; learning and motivation; and assessment.

The position requires knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. The position requires knowledge of the principles and practices of public relations and business communications, and presentation and technical writing methods and techniques.

SKILLS

Skill in the operation of a personal computer and business software applications (word processing, spreadsheets, databases, etc.); the operation of general office equipment; project planning and administration; speaking persuasively; conciliating; discerning other's underlying concerns; diffusing volatile situations; and designing and implementing human resource systems and policies.

Critical thinking skills; use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; and skill in determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

ABILITIES

Ability to establish and maintain effective working relationships and credibility; to communicate effectively orally and in writing; to research, gather and analyze facts and circumstances and draw sound conclusions; to develop and interpret policy; to use discretion and judgment in handling confidential and sensitive information; to plan, organize, and gather information; to accept change as a healthy and normal part of organizational growth; to make professional judgments; and to take a reasonable, common sense approach to solving problems.

Behaviors required to perform these duties? See MDT Core Competencies

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|--|---|
| <input type="checkbox"/> No education required | <input checked="" type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> 1-year college/voc. training | <input type="checkbox"/> Master's degree |
| <input type="checkbox"/> AAS/2-years college/vocational training | |

Specify the acceptable bachelor's degrees: Business or Public Administration, Human Resources, Communications or closely related field.

Specify the related bachelor's degrees:

Specify other training, coursework or licensure:

Will a master's degree substitute for the required experience? If yes, specify degrees:

- ☐ One year ☐ Two year

Will experience substitute for the degree requirement? If yes, specify experience:

Experience will substitute for education on a year for year basis.

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> 6 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 8 years |
| <input checked="" type="checkbox"/> 3 years | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 4 years | <input type="checkbox"/> 10 years |
| <input type="checkbox"/> 5 years | <input type="checkbox"/> Other _____ (be specific) |

Other specific experience (optional): Three years of professional level human resource management or administration experience.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- ☒ Yes ☐ No

Specify: Experience will substitute for education on a year for year basis.

SECTION IV – Other Important Job Information

Predominant work is performed in a normal office environment. The position requires year round travel of approximately 1,000 miles per month to provide personnel services in remote locations.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: Human Resource Generalist
Title

Signature Date

Immediate Supervisor:

Name: Human Resources Bureau Chief
Title

Signature Date

Division/District Administrator:

Name: HROS Division Administrator
Title

Signature Date

Department Designee:

Name: Title

Signature Date
